



**THE EFFECT OF JOB DESIGN ON JOB SATISFACTION LEVELS
AMONG EMPLOYEES
IN SYARIKAT AIR JOHOR (SAJ) HOLDINGS SDN. BHD.
KOTA TINGGI**

LATIFAH BINTI ABDUL HAMID

2014676128

NUR SYAHIRAH BINTI SALWEY

2013554365

**BACHELOR OF BUSINESS ADMINISTRATION WITH HONORS
(HUMAN RESOURCES)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITY TECHNOLOGY MARA
(MALACCA) CITY CAMPUS**

27th JUNE 2016

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION WITH HONORS (HUMAN RESOURCES) FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TECHNOLOGY MARA “DECLARATION OF ORIGINAL WORK”

We, Latifah Binti Abdul Hamid, (I/C Number : 931126-01-5888) and Nur Syahirah Binti Salwey, (I/C Number : 920608-01-5174)

Hereby, declare that:

- This work has not previously been accepted in substances for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of our independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of our information have been specifically acknowledged.

Signature: _____

Date: _____

Signature: _____

Date: _____

**THE EFFECT OF JOB DESIGN ON JOB SATISFACTION LEVELS
AMONG EMPLOYEES
IN SYARIKAT AIR JOHOR (SAJ) HOLDINGS SDN. BHD.
KOTA TINGGI**

LATIFAH BINTI ABDUL HAMID

2014676128

NUR SYAHIRAH BINTI SALWEY

2013554365

**Submitted in Partial Fulfilment of the
Requirement for the Bachelor of Administration with Honors
(Human Resource)**

**FACULTY OF BUSINESS MANAGEMENT UNIVERSITY TECHNOLOGY
MARA
(MALACCA) CITY CAMPUS**

JUNE 2016

TABLE OF CONTENT

ACKNOWLEDGEMENT	iv
LIST OF TABLES	viii
LIST OF FIGURES	ix
ABSTRACT	ix
CHAPTER 1: INTRODUCTION.....	1
1.1 BACKGROUND OF STUDY	1
1.2 OVERVIEW OF SAJ HOLDINGS SDN. BHD.	2
1.3 PROBLEM STATEMENT	4
1.4 RESEARCH QUESTIONS	6
1.5 RESEARCH OBJECTIVES	6
1.6 SIGNIFICANCE OF THE STUDY	7
1.6.1 To Employees	7
1.6.2 To Organization.....	8
1.6.3 To Researchers.....	8
1.7 SCOPE OF STUDY.....	8
1.8 DEFINITION OF TERMS.....	9
1.8.1 Job Satisfaction	9
1.8.2 Job Rotation	9
1.8.3 Job Enlargement	10
1.8.4 Job Enrichment	11
1.9 RESEARCH STRUCTURE	11
CHAPTER 2: LITERATURE REVIEW.....	13
2.0 INTRODUCTION.....	13
2.1 JOB SATISFACTION	13
2.2 JOB ROTATION.....	15
2.3 JOB ENLARGEMENT	16
2.4 JOB ENRICHMENT	18
2.5 THEORETICAL FRAMEWORK.....	20
2.6 RESEARCH HYPOTHESES	23
2.7 CONCLUSION	23

ABSTRACT

There is a need to determine if the way a job is designed has an impact on employee's satisfaction level. This study examines the effect of job design on job satisfaction among employees in selected organization. The study covered a sample of 136 respondents drawn from a total population of 214 employees in SAJ Holdings Sdn. Bhd. Kota Tinggi. The sample was selected through simple random sampling techniques. Primary data was collected through the use of questionnaires. A pilot study was undertaken on 20 employees to test the reliability and validity of the questionnaire. Data analysis that have been used in this research study are Pearson Correlation analysis, and Multiple Regression analysis.

From the findings of Pearson Correlation analysis, all independent variables (job rotation, job enlargement, and job enrichment) are significantly related to job satisfaction. In addition, job rotation is the most variable that related to job satisfaction.

Finally, the most important independent variable in the regression model was job rotation as it had the highest Beta value of 0.902. The study found out that job design affects job satisfaction levels among employees in SAJ Holdings Sdn Bhd. where both independent and dependent variables move in the same direction. It indicates that proper job design brings more job satisfaction and vice versa for the employees.